

Leadership Link

December 2003

Website: www.ci.lincoln.ne.us/city/person/NMA_L/index.htm

Happy Holidays Makes The Spirit of Giving Fun

By Donna Barrett, Community Services Chair

Courtesy of Deb Batten, Public Information Officer, Aging Services



The **Santa Cop** program rang in Holiday Spirit as Link members collected toys for low-income children. Pictured front row, from left to right, is Judy Pfiefer, Karen Eurich and Mary Lowe. Back row from left is Donna Barrett, Diane Mullins and Officer Darren Johnson.

The Santa Cop Project: A big **Thank you** to everyone that supported the Santa Cop Project. Leadership Link managed to collect many toys, plus cash donations in the amount of \$180. Random acts of kindness are amazing . . . *Way to go team!*

With five drop off points stationed through various city departments, Leadership Link members oversaw the handling and collection of new toys, clothing and other items donated by city and county employees for distribution to low income families by the Lincoln Action Program. A special thanks to Karen Eurich, Personnel; Cindy Lugan, Information Services; Steve Owen, Lincoln Water System, and Colleen Andrews for overseeing those drop off points in their respective departments.

In the picture at left, Leadership Link's Santa Cop enthusiasts lined the staircase inside Aging Services's lobby area - the location of the "Trees of Love" and two large, overstocked boxes of toys for the Santa Cop program. Officer Darren Johnson was on hand, with Santa's red velvet cap in hand, to represent the Lincoln Police Department's community service program.

Special thanks to Colleen Andrews for her efforts in promoting this event in the LIFE (Lincoln Information for the Elderly) office of Aging Services and to our Leadership Link Board for spreading the word.

Trees of Love: Another Year, Another Success

The Aging Services, Wells Fargo Stores and KFRX team brought great joy and gifts to older people in nursing homes thanks to the 17th Annual Trees of Love Campaign. Congratulations to all for another well wrapped year!

Volunteer Reception Centers in Lincoln and Lancaster County

A community service opportunity: Often, during disasters, well meaning people have actually hindered recovery efforts. Volunteer Partners of Lincoln and the Emergency Volunteer Project have established designated Emergency Volunteer Reception Centers in Lincoln and Lancaster County. These Centers will serve as gathering places and dispatch points for people who want to help when disaster strikes. Lisa Franklin and Wayne Svoboda are looking for 300 to 500 volunteers who would be interested in being trained to manage such centers in the event that a disaster of any kind should strike. It is from these sites that volunteers would be assigned based on need determined by the Office of Emergency Management.

Interested? Call: Lisa Franklin today at 435-2100.



Leadership Link
Chapter #517
P.O. Box 85224
Lincoln NE
68501-5224
www.nma1.org

January Luncheon Paul Ladehoff

Lincoln Mediation Center,
Conflict Resolution in the Workplace

Tuesday, January 6, 2004

7:30 a.m. to 8:30 a.m.

Spike & Olly's, 5200 "O" Street

\$6.25 - Breakfast Smorgasbord

RSVP DEADLINE: Jan. 5 to 441-7886

No Show Policy: Any guest who reserves a ticket/seat to attend a luncheon or breakfast meeting, and fails to attend, will be considered a "No Show" and will be invoiced for the price of that meal. Any member who attends and fails to RSVP may be subject to purchasing their meal independently, depending on the head count guaranteed to the facility. This No Show Policy will ensure that Leadership Link isn't overcharged for the number of meals served and consumed by its members.

*Senior Companion's Team/Memory Walk 2003
Memory Walk Team Captains Susan Campbell and Donna
Barrett raised big bucks for the Alzheimer's Association
Memory Walk held on September 14th at Antelope Park.*



Susan's Senior Companion's team collected more than \$3,000. Susan is a veteran team captain for the Memory Walks and their team's assets seem to grow every year. Susan gets a great deal of support from her Senior Companions, co-workers, friends and family and especially her son's law firm. There were 41 walkers plus 3 dogs. Donna's Leadership Link team collected \$474 for their first walk. Donna went door-to-door in her neighborhood and asked family members for donations. EJ Schumaker collected from her coworkers at the

Health Department. Other Leadership Link members contributed to the walk during September's Leadership Link meeting at Valentino's.

Six Tactics to Make Team Discussions More Productive

Whether you're heading up a planning meeting or just holding a brief project update, it never hurts to brush up on facilitation skills. In fact, good facilitation skills can make the difference between a productive meeting and a waste-of-time conversation. Don't risk having projects go bad or having tasks go undone because of ambiguous discussions. Here are some tips that can make your next meeting more useful and results-oriented.

* Don't do all the talking! Always ask for feedback, feelings or opinions. Prompt feedback by asking questions like: "What are some ways we can use this information?" "What prompts your suggestion to...?" "What could we do differently?"

* Paraphrase what others say. This gives them an opportunity to clarify if you, or others, have misinterpreted. This is a very useful technique because it can help you avoid common misunderstandings that lead to tension among team members. Some good ways of leading into paraphrasing are: "What I am hearing is... Am I right?" "Let me restate the last point you made to see if I understand." "Are you suggesting that...?"

* Make sure more vocal team members don't drown out others' opinions. A round robin is a good way to accomplish this. If you'd rather not put shy team members on the spot, you can always give them the option to pass if they need more time to think.

* Always confront disagreements as soon as they arise. Not doing so can cause issues to fester and affect individual and team performance. For instance, if one of the team members is sitting quietly, but obviously upset, prompt him or her to voice his or her concerns. "Pat, you seem to disagree with what you just heard. Share your concerns with us so that we can work through them."

* Suggest the next step. Meetings or discussions should always have an agenda, but it's common to get off track. Refocus the team to the objective of the meeting or discussion. Direct them to the next item on the agenda, or ask what needs to be said or done before they can proceed to the next step.

* Ask for a summary. This step can be done several times throughout the meeting depending on how many items are on the agenda. However, it is particularly important when you have reached a conclusion. This will keep your team on course and serve as the last clarification of action items that may have resulted from the discussion. For instance, you can say: "So to recap...." or "Let's review the to do's as a result of today's discussion." ■

Officer Spotlight

By Mary Lowe, Secretary

If you could take a famous person to dinner, who would it be and why? I can't really think of anyone famous but I think I would like to have a dinner with relatives that have passed on to understand why they came to America and how they came about to settle in the areas that they did and then how amazed they would be to the things that we have evolved and/or accomplished since their time.

In your free time, what hobbies, interests or passions do you pursue? Usually you can find me at auctions and/or shopping for antiques along with playing taxi cab to the 10 year old.

Your favorite restaurant(s)? The Oven
Why did you join Leadership Link and become an officer? I was asked by another member, and thought that being on the Board would get me more involved with my waning monthly attendance. Actually as a bonus, some new relationships have been formed from participation.

If you could build your dream house anywhere in the world, where would it be and why? My dream would be a log cabin in the mountains - although with our recent move to an acreage is a close second

What is your horoscope sign and does it fit you? Here is an excerpt of what an Aries is and YES this does fit me: The Ram - the first sign of the Zodiac, a Fiery Aries with a pioneering and adventurous spirit, the Aries is always out in front. Most often the one with the most courage to attempt new projects. An Aries is direct, self driven, and often too rash and impulsive for their own good. Their initial enthusiasm for new projects can run out before completion. It's wise to learn patience and tenacity of purpose. Relationships, in all forms, is the Aries's major life lesson. ■

LEADERSHIP LINK EXECUTIVE BOARD

Meetings held the third
Thursday of the month

President

E.J. Schumaker, 441-8036

Past President

Colleen Floth, 441-8690

Secretary

Mary Lowe, 441-7540

Treasurer

Karen Eurich, 441-7886

Awards Committee

Pat Kant, 441-7880

Community Services

Donna Barrett, 441-6157

Member Relations

Lori Cook, 441-8040

Program Committee

Colleen Andrews, 441- 3846

Professional Development

Terri Storer, 441-7269

Public Relations

Diane Mullins, 441-7717

Web Site Committee

Doug Thorpe, 441-7531

Nebraskaland Council

Terri Storer, 441-7269

National Director

Jan Lehmkuhl, 479-5714

Associate Director

Bob Lundberg, 471-5027

Bad Behavior or Bad Managers, Read the Road Signs First

Nobody strives to be a bad manager, but sometimes behaviors we think are benign are actually symptoms of "bad manager" syndrome. In "The Accidental Manager," author Gary S. Topchik exposes the eight worst manager types. Here is a sample of bad management styles, read for symptoms you really want to recognize and behaviors you want to avoid:

The Non-Communicator

Symptoms: A Non-Communicator is non-sociable and isn't interested in exchanging ideas, thoughts or opinions. These managers tend to be secretive and impossible to "read" and have a closed-door policy.

Impact on Department/Organization: Productivity declines, turnover increases and there is loss of company pride.

The Management Knocker

Symptoms: A Management Knocker ridicules the management role by claiming anyone can be a manager. These individuals put themselves down for being in that role and tease higher level managers by pointing out that they aren't doing "real work."

Impact on Department/Organization: Because they shun their own jobs, they eliminate the direct correlation between effective management and bottom-line results. In this case, imagine how much better the organization could be doing with a professional who is actually respected by the staff? These pass-through behaviors eventually impact the morale and the quality of staff productivity.

The Task Monger

Symptoms: Task Mongers rarely smile or change facial expressions. They tend to micromanage and expect everyone to agree with their unilateral decision-making.

Impact on Department/Organization: In organizations where there is strictly a task focus, stress is high and burnout is prevalent. The stress of this type of controlling manager can lead to absenteeism, increased health problems and high turnover. ■



Cosponsored by Leadership Link Chapter of the National Management Association (NMA) seeks 10 people to attend a Certified Manager Program. This is a good

opportunity for County and City employees who are interested in promoting their professional growth and career goals to learn more about managerial skills. The workshop prepares individuals to complete the national test and become certified. If you are interested in NMA hosting a workshop, please email your RSVP or questions to Colleen Floth (cfloth@ci.lincoln.ne.us). ■

Problems & Solutions

by Don Taute,

personnel director

Dear Don:

In my "IN" basket was a personal thank you note and message mailed from one of our supporters with whom I had worked on an agency project. Although the letter was solely addressed to me, it had been opened by our office manager (who surely read it) and then placed on my supervisor's desk with all the other mail, (which I know was read) before being placed on my desk - the person for whom it was intended to be with! I feel this violates federal law that states mail is to be opened by the recipient only. I also feel it's a violation of respect and privacy within the work environment, especially since the letter was address to a specific person. This has happened routinely for the past several years and if someone wanted to mail a cash payment, I couldn't guarantee it's arrival knowing others are snooping. Am I way off base on this or can I request my mail not be opened by anyone else in my department, including my supervisor?

Sincerely,

Mail Bag Leftovers

Dear Mail Bag Leftovers:

Mail, which is received in the workplace, is presumed to be in connection with your employment. Although the note and message were addressed to you, they related to your work on an agency project. It is a positive thing that your supervisor saw the note and message so that he or she is aware of the good work you did on the project. Personal mail should not be sent to your place of employment if you want to ensure confidentiality of its contents. Mail, which is marked confidential, should not be opened by anyone other than the addressee. If it is your department's policy to have all mail centrally processed by one person, then the opening of the note addressed to you was appropriate.

Sincerely,

Don Taute

Editor's Note: Yes, this column is real. The names have been changed to protect the innocent as well as the guilty. Questions submitted are based on real-life situations in the work place. Send your question to dmullins@ci.lincoln.ne.us for a response in the next Leadership Link newsletter.



Abusing the Internet

The Internet has become a major issue for U.S. businesses. A survey by the ePolicy Institute, the American Management Association and U.S. News & World Report found that 35 percent of companies have disciplined or terminated employees for visiting restricted or unauthorized Web sites. Think your company isn't tracking your Internet use? Think again. Leave your personal surfing at home and have a job waiting for you tomorrow.

Leadership Link

Newsletter is a monthly publication of Leadership Link, a County/City governmental chapter of the National Management Association. Send your questions or comments to Diane Mullins, editor, at 440 S. 8th St., Ste. 100, Lincoln NE 68508-2294 or call, 441-7717, or email at: dmullins@ci.lincoln.ne.us

*Leadership Link
Chapter #517
P.O. Box 85224
Lincoln NE
68501-5224
www.nma1.org*

N. M. A. CODE OF ETHICS

- *I will recognize that all individuals inherently desire to practice their occupations to the best of their ability*
- *I will assume that all individuals want to do their best.*
- *I will maintain a broad and balanced outlook and will recognize value in the ideas and opinions of others.*
- *I will be guided in all my activities by truth, accuracy, fair dealing and good taste.*
- *I will keep informed on the latest developments in techniques, equipment, and processes.*
- *I will recommend or initiate methods to increase productivity and efficiency.*
- *I will support efforts to strengthen the management professional through training and education.*
- *I will help my associates reach personal and professional fulfillment.*
- *I will earn and carefully guard my reputation for good moral character and good citizenship.*
- *I will promote the principles of our American Enterprise System to others, by highlighting its accomplishments and displaying confidence in its future.*

Leadership Link
Chapter #517
P.O. Box 85224
Lincoln NE
68501-5224
www.nma1.org

Leadership Link News

A Letter From the President

Leadership Link's President, Cindy Lukan, gave her resignation from office effective Thursday, Dec. 18, 2003. As President Elect, I have stepped up to the batter's plate to hit a home run and finish out this term, serving as your President. I am looking forward to learning my new role. The Board of Directors are currently working on revising our bylaws. We will discuss changes at the January Board meeting, and hopefully, have those changes to you early next year for a membership vote.

The next plan of action will be to work on the Goals and Objectives for our chapter #517, followed by creating and developing Standing Rules. I have an open door policy (except when it is closed) so feel free to call me at anytime with comments or suggestions at 441-8036.

Most Sincerely,
EJ Schumaker, MPA
President

BYOL Film Series About Diversity Begins February

Executive Director Larry Williams announced a collaborative partnership has developed between the Lincoln-Lancaster Women's Commission, Commission on Human Rights and the Affirmative Action Office to sponsor a film series dealing with cultural and multicultural issues, and historical events.

"We hope this will foster education, diversity and understanding," said Williams of the new program.

The series, scheduled to run the first Friday of each month, will feature handpicked films shown about various issues to be shown over the noon lunch period.

This film series is open to all city and county employees.

This brown bag - BYOL - luncheon and film series will be held in the conference room located on the first floor of the K Street Complex, 440 S. 8th St. For more information, contact Larry Williams, executive director for the Commission on Human Rights, 441-8691. ■

If you are involved in community service projects, events, etc., please email this information to me (dbarrett@ci.lincoln.ne.us) so that our NMA Chapter will receive credit.



It's Your Choice

When management needs good managers, they scrutinize character first.

Nothing about character is hereditary.

Everyone - regardless of social background, financial status, race or sex - enters the world with an equal opportunity to become a person of great or petty character.

How? It's a matter of choice.

Watch your thoughts, they become words.

Watch your words, they become actions.

Watch your actions, they become habits.

Watch your habits, they become character.

What your character, it becomes your destiny.

Great or petty?
You decide. ■

N. M. A. STATEMENT OF PRINCIPLES

NMA is dedicated to managerial excellence, personal and professional growth, and leadership development. The following principles identify NMA's core beliefs and provide the basis for the Association's Mission Statement.

- *We believe in the highest standards of personal and organizational integrity and respect for the individual.*
- *We believe in lifelong learning, continuous improvement, and the development of a workforce capable of sustaining a competitive posture in the global economy.*
- *We believe management is a creative, dynamic, and essential process enabling people to achieve personal and organizational objectives.*
- *We believe that managerial responsibility is shared among all individuals at all levels of the organization and that leadership is critical to management success.*
- *We believe that individuals and organizations have a community and civic responsibility.*

